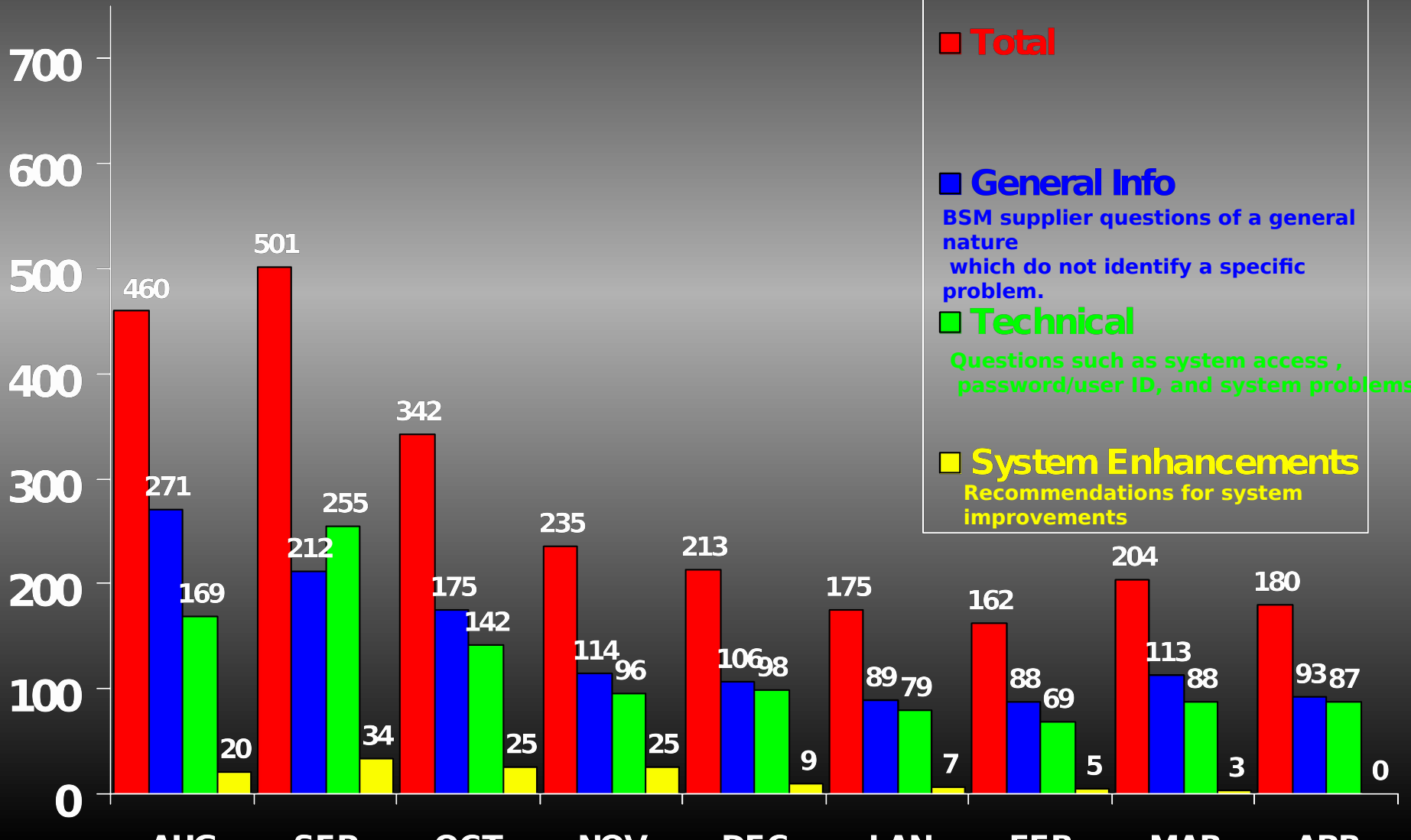




SRweb RELATED CONTACTS

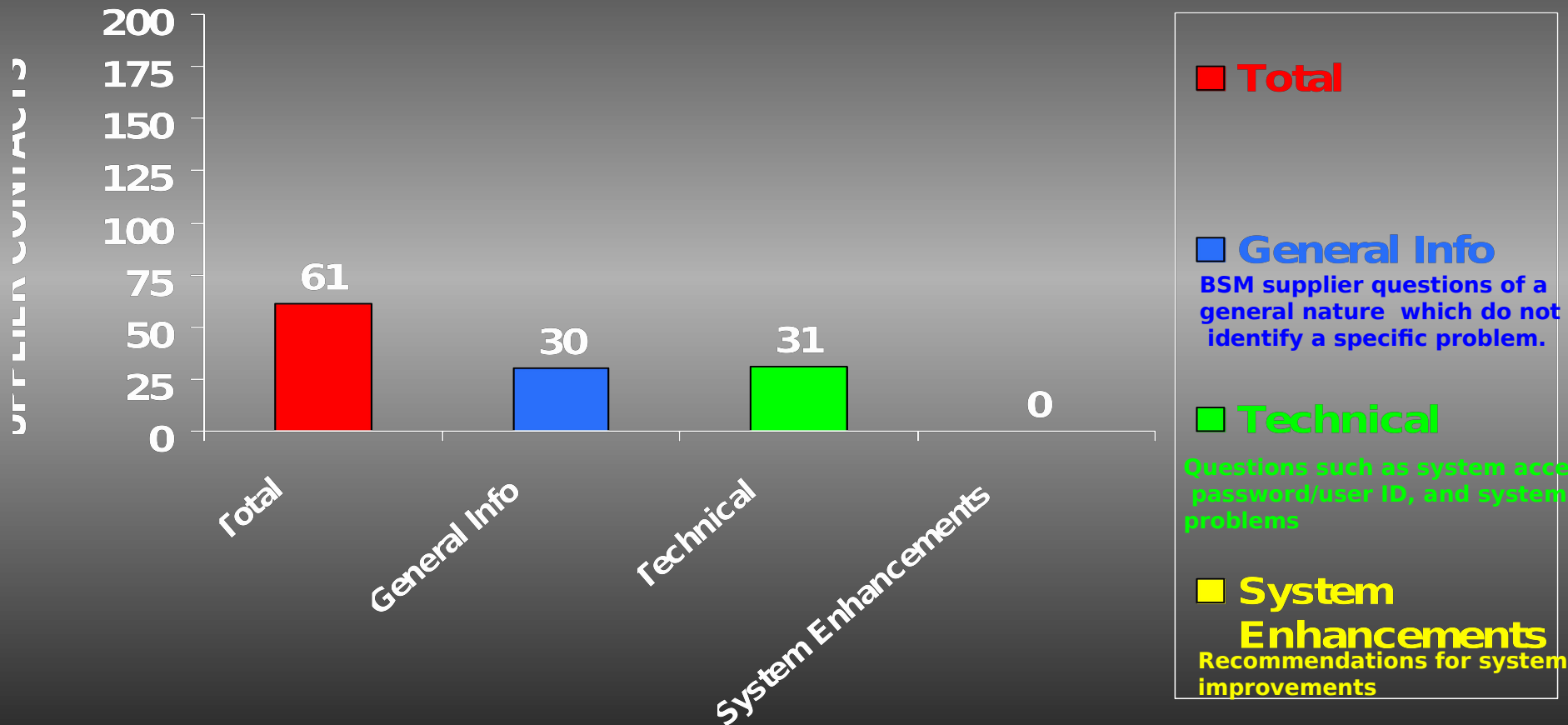
As of 18 APRIL 03





SRweb RELATED CONTACTS

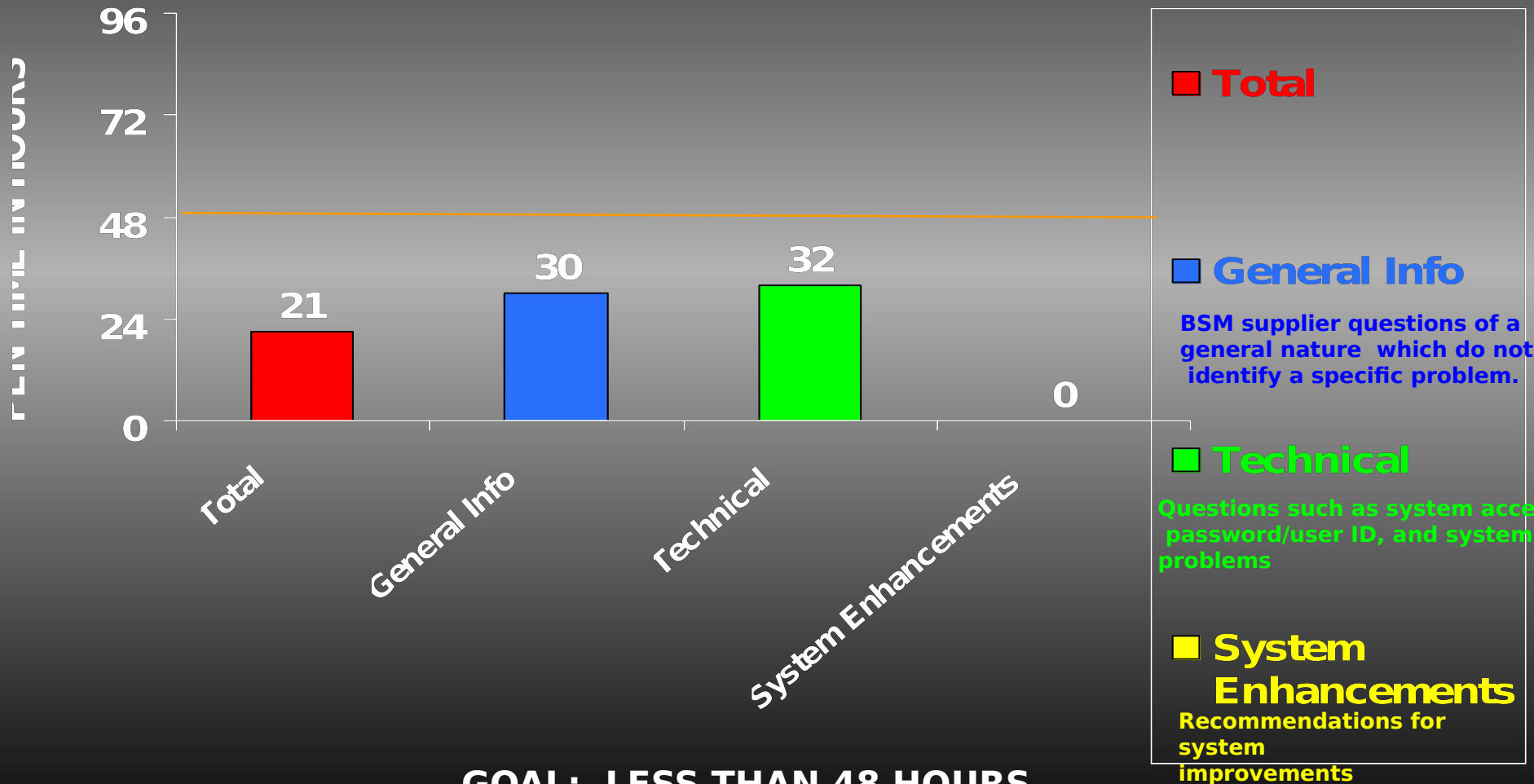
WEEK OF 11-17 APR 03





SRweb ISSUES

Average Resolution Time
WEEK 11-17 APR 03



GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)

